Attorney's Docket No.: 06975-130001 / Communications 35



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Barry Appelman

Art Unit : 2174

Serial No.:

09/848,231

Examiner: Peng Ke

Filed

: May 4, 2001

Title

PRESENCE STATUS INDICATOR

MAIL STOP AMENDMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Applicants request consideration of the references listed on the attached PTO-1449 form. Under 37 C.F.R. § 1.98 (a)(2)(ii), only copies of foreign patent documents and/or non-patent literature are enclosed. Copies of any listed U.S. patents or U.S. patent application publications can be provided upon request. A copy of a communication from a foreign patent office in a counterpart application is also enclosed.

This statement is being filed after a first Office action on the merits, but before receipt of a final Office action or a Notice of Allowance. I, the undersigned, hereby certify that each item of information contained in this statement was cited in a communication from a foreign patent office in a counterpart foreign application, the communication being dated August 30, 2005, which is not more than three months prior to the filing of this statement. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

October 1, 2005

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Sheet	1	of	1

Substitute Form PTO (Modified)

U.S./ Department of Commerce atent and Trademark Office Attorney's Docket No. 06975-130001

Application No. 09/848,231

Information Disclosure Statement by Applicant

(Use several sheets if necessary)

Applicant Barry Appelman

Filing Date Group Art Unit May 4, 2001 2174

(37 CFR §1.98(b))

U.S. Patent Documents Publication Document Filing Date Examiner Desig. Number Date Patentee Class If Appropriate Initial ID Subclass 2001/005861 06/28/2001 Mousseau et al. AA 6,731,308 05/2004 Tang et al. AB 6,065,047 01/2003 Carpenter et al. AC2003/0004872 01/2003 Gardi et al. AD2002/0133369 09/2002 Johnson ΑE 5,276,905 01/1994 Hurst et al. AF 12/2002 2002/0184089 Tsou et al. AG 2003/0037112 02/2003 Fitzpatrick AH ΑI 6,788,769 09/2004 Waites, Nigel ΑJ 06/2005 Parker et al. 6,912,563

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner	Desig.	Document	Publication	Country or			Trans	slation
Initial	ID	Number	Date	Patent Office	Class	Subclass	Yes	No
	AK	2357932A	07/04/2001	Great Britain				
	AL	01/06748A	01/25/2001	WIPO				
	AM	02/03216A	01/10/2002	WIPO				

Other Documents (include Author, Title, Date, and Place of Publication)				
Examiner	Desig.			
Initial	ID	Document		
	AN	"Introducing the Gordano Messaging Suite"; http://www.gordano.com ; Copyright 1994-2003 Gordano		
	AO	European Search Report mailed August 30, 2005 for European Application No. 03731244		
1 00.1-1-0	AP	Mckendrick, Joseph; "Internet Call Centers: New Era in Customer Service"; 02/2002; V10, n2, pp22(4)		
	AQ			

Examiner Signature /Peng Ke/	Date Considered 07/21/2009
EXAMINER: Initials citation considered. Draw line through citation if no next communication to applicant.	t in conformance and not considered. Include copy of this form with